

**Asheville-Buncombe Homeless Coalition**  
**Meeting Minutes**  
**February 3, 2009**

| <b>AGENDA ITEMS</b>                | <b>DISCUSSION</b>  | <b>ACTION</b>                    | <b>RESPONSIBLE PARTY</b> | <b>TARGET DATE</b> |
|------------------------------------|--|----------------------------------|--------------------------|--------------------|
| Welcome and introductions          | Brian Alexander, welcomed the members to coalition meeting. Everyone around the table introduced themselves.   | N/A                              | N/A                      | N/A                |
| Review and approval of Minutes     | The minutes were sent out electronically prior to the meeting. No corrections were identified. By group consensus, the minutes were approved.  | Minutes were passed unanimously. | N/A                      | N/A                |
| Agency Updates<br>And New Business | <ul style="list-style-type: none"> <li>Barry Dean from FIRST program announced they will begin accepting women and children into the program Summer or early Fall. He also announced two BSW interns from Warren Wilson College are at FIRST currently, and introduced one.</li> </ul>   | N/A                              | N/A                      | N/A                |
|                                    | <ul style="list-style-type: none"> <li>Moss Bliss, Asheville Homeless Network, announced that he has spent some of money donated, recently helped veteran with housing deposit to move in. He also announced completion of Peer Support Specialist training and displayed certificate.</li> </ul>  | N/A                              | N/A                      | N/A                |
|                                    | <ul style="list-style-type: none"> <li>Cheryl Wilson introduced herself as filling in as director of ABCCM Steadfast House.</li> <li>Carlile Stewart, LCP in private practice, announced he is available to provide therapy on a donation basis, or in the form of exchange/gifts. He expressed interest in working with folks who are experiencing homelessness, and can be contacted at #337-1805.</li> <li>"Is Home Where the Heart Is" training at MAHEC on February 20<sup>th</sup> was announced and flyer passed around.</li> </ul> | N/A                              | N/A                      | N/A                |

**Asheville-Buncombe Homeless Coalition**  
**Meeting Minutes**  
**February 3, 2009**

|                   |  |     |     |     |
|-------------------|--|-----|-----|-----|
|                   | <ul style="list-style-type: none"> <li>• Discussion around homeless persons memorial service held last month. Members reported 60 or so attended service to honor 20 homeless individuals who died in our community in the past year. Moss commented on poor turnout and Christian nature of ceremony. Discussion ensued about how things could be done differently next year.</li> <li>• Amy Sawyer requested specific feedback on use of HMIS. Amy reported she or any of her staff are available for feedback and troubleshooting. Amy handed out monthly HMIS report (attached), reviewed numbers and continued to encourage use of HMIS as there continues to be under-reporting of numbers. Discussion ensued. Training will be offered in March.</li> <li>• Amy Sawyer announced Point in Time Count occurred last week. She is awaiting reports back from agencies and should have numbers at next Coalition meeting. Asked group for feedback regarding barriers ahead of time to plan for next count.</li> <li>• A 2/20/2009 Training entitled "Home is Where the Heart is?" was announced. Flyer attached.</li> </ul> |     |     |     |
| Breakout sessions | Please see below for action group notes.   | N/A | N/A | N/A |
| Next Meeting      | The next coalition meeting will take place at the annual stakeholders meeting on March 3 <sup>rd</sup> .   | N/A | N/A | N/A |

**Asheville-Buncombe Homeless Coalition**  
**Meeting Minutes**  
**February 3, 2009**

**Action Group Notes: HOUSING GROUP**

**Discussion:**

Laurie and Rich O. are developing a housing training for Mental Health Providers. There are a lot of case managers to educate. The Housing Group provides a way to network. Letters have been mailed.

Goal: increase advocacy with property management and landlords. Currently, there are sometimes no explanations for credit denied. State advocacy needed to change requirements.

Goal: Decriminalize homelessness – negative articles have appeared in the paper recently. Homeless Service agencies (ABCCM/A-HOPE) help address panhandling issues. Article on Point in Time Count, positive article on Spare Change for Real change in Mtn. X were positive.

**Action Steps:**

| Action Item  | Who is responsible?              | Time Line |
|--|----------------------------------|-----------|
| <ul style="list-style-type: none"> <li>• Train case managers on how to access housing – goal: complete 6 trainings in the next year (3 in Asheville)</li> <li>• Get members of the Coalition, including On Track to speak at the trainings and give information.</li> <li>• Gather information on predictors of successful tenancy at landlord training – seek info and bring up issues.</li> <li>• Keep track of denials and discuss quarterly</li> <li>• Mailings to property management re: credit</li> <li>• Utilize reasonable accommodations guide</li> <li>• Advocate for appeals</li> <li>• Pisgah legal can assist with reasonable accommodations &amp; credit issues</li> <li>• Help applicants work on credit, refer to on track</li> <li>• Link on Homeless Initiative website to credit assistance.</li> <li>• Distribute flyers in WNCCHS, A-HOPE, ABCCM, the Library</li> <li>• A SOAR worker could initiate credit help referrals</li> <li>• Leslie Torgow - officer, attempts first to mediate. Police officers are trying to gather data so it can then be shared with other people.</li> <li>• E-Mail Brian negative articles and encourage Homeless Coalition group members to write back when negative press comes out.</li> <li>• Encourage clients to share negative stories.</li> <li>• When video is done, Leslie will send it out internally at the city.</li> </ul> | Laurie and Rich O.               | 2009      |
|  | Homeless Coalition               | 2009      |
|  | Stan                             | 2009      |
|  | Homeless Coalition Housing Group | Quarterly |
|  | Mae                              | Ongoing   |
|  | Homeless Coalition               | Ongoing   |
|  | Amy                              | February  |
|  | Emily                            |           |
|  | SOAR Workers                     |           |
|  | Leslie, Amy, Emily               |           |
|  | Homeless Coalition Members       | Ongoing   |
|  | Homeless Coalition members       |           |

**Asheville-Buncombe Homeless Coalition**  
**Meeting Minutes**  
**February 3, 2009**

**Action Group Notes: DISCHARGE/MEDICAL GROUP**

**Discussion:**

- AmeriCorps\*VISTA workers – two are in a proposed Buncombe County Budget per Rich Munger. Additionally, there is a request for a SOAR caseworker. There is no need to advocate further for these funds. They are not yet passes, but will be w/in a few months. Hiring would take the time, would need to find the right person through the AmeriCorps program. The workers would focus on SOAR, HMIS, Special Events, Community Education, staffing the Homeless Coalition.
- Planning meetings between homeless outreach workers and discharge staff. There is a jail coordinating meeting that meets monthly. Includes jail staff, judicial staff, the public defender. Rich will ask at the next meeting if homeless outreach workers could meet the group and share what they do & vice versa.
- Pisgah Legal “HEALS” project has Pisgah Legal attorneys available to discharge workers at mission for issues that arise with clients.
- The group needs to develop a clear statement of what is working with discharge, and what isn't.

**Action Steps:**

| Action Item  | Who is Responsible?  | Timeline                                      |
|--|--|---|
| <ul style="list-style-type: none"> <li>• Look at what the process is to work with AmeriCorps</li> <li>• Coordinate a meeting between the Jail Coordinating committee and homeless providers. Invite: WCRM, ABCCM Crisis Ministries, Homeward Bound, Salvation Army</li> <li>• Keep meetings between Mission and front-line homeless workers going throughout the year.</li> <li>• Meet w/Mission to develop protocol for determining housing status.</li> <li>• Create a community protocol for discharge to present to institutions including the hospital and jail.</li> <li>• Recommend to the committee that they make a long-term connection with the hospital – need direction from decision makers w/in the hospital to form a strong partnership.</li> </ul> | <p>Amy</p> <p>Rich Munger will present idea at next coordinating meeting.</p> <p>Discharge/Medical Group</p> <p>Amy &amp; Brian</p> <p>Discharge/Medical Group</p> | <p>June</p> <p>March</p> <p>2009<br/>2009</p> |

# Asheville-Buncombe MONTHLY HMIS DATA REPORT: February 2009

## Agencies currently signed up to use HMIS:

Asheville Buncombe Community Christian Ministries  
Buncombe County DSS  
Homeward Bound of Asheville  
Pisgah Legal Services  
Salvation Army-Asheville  
Western Highlands PATH  
Western NC Community Health Services

## Agencies currently using HMIS:

Asheville Buncombe Community Christian Ministries  
Homeward Bound of Asheville  
Pisgah Legal Services  
Salvation Army-Asheville  
Western Highlands PATH  
Western NC Community Health Services

## Agencies currently signing a contract to use HMIS

Asheville Housing Authority  
On Track

| November 2008   | December 2008     | Percent change from prior month | Improvement? |
|---|-------------------|---------------------------------|--------------|
| <b>Total number of clients enrolled in HMIS*BEFORE 01/01/2008 that still have open cases:</b> |                   |                                 |              |
| 498   | 447               | 10% reduction                   | YES          |
| <b>Total number of clients enrolled in HMIS* since 01/01/2008:</b>                            |                   |                                 |              |
| 1529  | 1767              | 16% increase                    | YES          |
| <b>Percent of those clients that have complete HUD elements recorded:</b>                     |                   |                                 |              |
| 45%   | 59%               | 31% increase                    | YES          |
| <b>Total Number of clients enrolled in HMIS* for the month:</b>                               |                   |                                 |              |
| 130   | 238               | 83% increase                    | YES          |
| <b>Total number of clients sheltered on:</b>  |                   |                                 |              |
| 11/26/2008<br>228   | 12/31/2008<br>239 | .05% increase                   | YES          |
| <b>Average bed utilization rate on:</b>   |                   |                                 |              |
| 11/26/2008<br>40%   | 12/31/2008<br>41% | .03% increase                   | YES          |

\* Note: These figures do not yet include data from the Housing Support Team and PATH Program.

HMIS, the Homeless Management Information System, is operated by CHIN, a program of the North Carolina Affordable Housing Coalition. [www.nchomeless.org](http://www.nchomeless.org)

Asheville-Buncombe  
**HOMELESS  
INITIATIVE**  
Contact: Amy Sawyer,  
[asawyer@ashevillenc.gov](mailto:asawyer@ashevillenc.gov)  
828.259.5851



Friday, February 20, 2009

## Date, Time & Place

**Date:** Friday, February 20, 2009

**Time:** Registration: 8:30 am - 9:00 am  
Program: 9:00 am - 4:30 pm

**Place:** MAHEC

**Fee:** \$55.00  
\$49.00 per person when a group of 5 or more from the same agency registers at the same time

## Audience

Mental health professionals including substance abuse counselors, social workers, psychologists, marriage and family therapists, school counselors and other professionals interested in this subject.

## Description

During the course of a year, over 2,000 men, women and children accessed homeless services in Buncombe County. On one day, 558 people were counted as homeless in Buncombe County, including 50 children as reported by Homeward Bound. Understanding the best way to support and link individuals and families who are homeless takes compassion, training and knowledge. Adults and children who are homeless are at risk of going hungry, experiencing trauma, grieving loss, and coping with rejection in the midst of the chaos of not having housing. Just as untreated mental health issues, untreated addictive disorders can cause homelessness. Homelessness also increases the likelihood someone will experience mental health and substance abuse problems. Presenters will discuss how to address these issues, dispel myths and educate participants about ways to treat and link homeless clients to services in Western North Carolina.

## Objectives

*Upon completion of this activity, the participant should be able to:*

- Understand the facts of homelessness and dispel myths
- Recognize the stressors of homelessness and how to respond effectively including treating addictive and mental health disorders
- Identify special issues and concerns related to children school age who are homeless
- Understand the services available for veterans and what factors lead to homelessness for this population
- Access community resources and link consumers to available support systems

## Faculty

Amy Sawyer  
Homeless Initiative

Hillary Bolter  
HUD - VASH Program Coordinator

Amanda Thomas  
Assistant Director  
Homeward Bound

Moss Bliss  
Asheville Homeless Network

Rob Curtis  
Director of Student Support Services  
Henderson County Public Schools

Laurie Tollman, MSW, PLCSW  
Western Highlands LME

Michael Woods  
Western Carolina Rescue Ministries

Richard Munger, PhD, EdS  
Planner and Evaluator  
Buncombe County Human Services

Laura Willis, CSW  
Housing Specialist  
Western Highlands Network LME

Sponsored by:



"Part of the North Carolina AHEC Program"

In collaboration with:



# Asheville-Buncombe Homeless Coalition Meeting Minutes February 3, 2009

# Asheville-Buncombe Homeless Coalition

## Meeting Minutes

### February 3, 2009

#### Agenda

- 9:00 Introduction - The Asheville Buncombe 10 Year Plan to End Homelessness  
*Amy Sawyer*
- 9:30 Understanding Homelessness and How to Respond Effectively  
*Amanda Thomas*
- 10:30 Break
- 10:45 Asheville Homeless Network Q & A  
*Mass Bliss and panel*
- 11:15 Working with School Age Children who are Homeless  
*Rob Curtis*
- 11:45 Q & A for AM presenters
- 12:00 Lunch (provided)
- 1:00 Working with FBOs to Address Homelessness  
*Michael Woods*
- 1:45 Special Considerations for Working with Veterans  
*Hillary Bolter*
- 2:15 Break
- 2:30 Using the Sequential Intercept Model as a Tool to Serve Homeless Persons  
*Rich Manger*
- 3:30 Panel Presentation on Supportive Housing  
*Earlier presenters plus Laurie Tolman and Laura Willis*
- 4:30 Evaluation and Adjourn

#### Credit

MAHEC is a Provider approved by NAADAC Approved Education Provider Program. Provider #647. Full attendance is required. Partial credit will not be issued for partial attendance. 6.0 hours

Application has been made for 6.0 hours of "Substance Abuse Specific" credit from the North Carolina Substance Abuse Professional Certification Board.

MAHEC designates this continuing education activity as meeting the criteria for .6 CEUs as established by the National Task Force on the Continuing Education Unit. You must attend the entire workshop to receive CEUs.

MAHEC is recognized by the National Board of Certified Counselors to offer continuing education for National Certified Counselors. We adhere to NBCC Continuing Education Guidelines (Provider #5514). 6 hours.

Psychologists: MAHEC is recognized by the North Carolina Psychology Board as an approved provider of Category A Continuing Education for North Carolina Licensed Psychologists. 6 hours.

#### Registration

Early Registration Deadline: February 13, 2009

Registration fee is \$55.00 and includes administrative costs, educational materials, lunch, and refreshments. If registration is received after the deadline, the registration fee will be \$70.00.

Refund requests will be honored if received in our office in writing up to two full business days prior to the program date. If you do not cancel within the allowed time and you do not attend the class, you will be invoiced for the entire workshop fee. You may send a substitute. Please notify us of this change prior to the program.

Registration fees for MAHEC programs are due on or before the program date unless your organization is paying the fee as authorized by your supervisor on the registration form.

#### Is Home Where the Heart Is?

Name \_\_\_\_\_

Credentials \_\_\_\_\_

Social Security #XXX-XX-\_\_\_\_ (last 4 digits required)

Occupation \_\_\_\_\_

Email Address \_\_\_\_\_

Home Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home County \_\_\_\_\_

Home # \_\_\_\_\_ Work # \_\_\_\_\_

Employer \_\_\_\_\_

Department \_\_\_\_\_

Employer's Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Work County \_\_\_\_\_

Brochures go to ☐ home ☐ email

☐ Please remove my name from the MAHEC mailing list.

☐ Vegetarian lunch requested.

#### Registration Fee:

Friday, February 20, 2009 #09MH071/25795

- ☐ \$55 if you register by February 13th
- ☐ \$70 after February 13th

**Group** ☐ \$49 each if 5 or more from the same agency register at the same time by February 13th

**Rate!** ☐ \$54 each if 5 or more from the same agency register at the same time after February 13th

- ☐ Check is enclosed ☐ Credit card info provided
- ☐ Employer will mail fee (fax registration now!)

Supervisor's authorization \_\_\_\_\_  
(Required only if employer is paying.)

Charge my: ☐ Visa ☐ Mastercard

☐ Discover Card ☐ American Express

Account # \_\_\_\_\_

Exp \_\_\_\_\_ Name on Card \_\_\_\_\_

Make check payable to MAHEC and send to:  
MAHEC Registration, 501 Biltmore Avenue  
Asheville, NC 28801-4686 or Fax to 828-257-4768

Directions will be included with your confirmation letter  
or visit [www.mahec.net](http://www.mahec.net)

#### Have a question?

Registration information: 828-257-4475

#### Want to register?

Fax Registration: 828-257-4768

Online Registration: [www.mahec.net](http://www.mahec.net)

Mail: MAHEC Registration

501 Biltmore Ave., Asheville, NC 28801

Special Services: 828-257-4481

